

Information Link

A Source of Information for Our Customers



Curtis L. Wolfe

In this issue, I would like to report on progress related to two "enterprise" initiatives: ConnectND and the Criminal Justice Information Sharing (CJIS) project.

Efforts surrounding the rollout of the PeopleSoft System (ConnectND) are nearing completion. I am sure you know by now that ConnectND consists of financial management, human resource, and student administrative software for higher education and state government.

The North Dakota University System already has two of its 11 campuses live on the PeopleSoft software. Five other campuses will be implemented by early July. The remaining four campuses will be implemented no later than early fall when final enhancements are made to the grants and contracts module.

A year ago, state government implemented the PeopleSoft payroll for all of state government and the financial management system for the Office of Management and Budget (OMB). The PeopleSoft systems will go-live for the rest of state government according to the following schedule:

Financial Go-Live Dates

All financial modules will be rolled out to state agencies on September 1, 2004, with the following exceptions:

- Employee Expenses
 - Pilot agencies - October 2004
 - Gradual statewide rollout - 2005
- Budget Module
 - OMB - December 2004
 - Gradual statewide rollout - 2005
- Strategic Sourcing
 - OMB - December 2004
 - Gradual statewide rollout - 2005

HRMS Go-Live Dates

- Payroll Module
 - Modifications for monthly payroll cycle and development of time-entry enhancement - September 2004
- Benefits Administration - August 2004
- Recruit Workforce - July 2004
- Training Administration - July 2004
- e-Applications/Self Service - September 2004

Initial introduction of e-applications will be for

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ConnectND and CJIS initiatives are preparing to "go-live" in the near future.

viewing of information in each component. Additional rollout will introduce self-service functions such as changing personal information, enrolling in benefits, and submitting Flex spending vouchers.

Portal

The base portal was rolled out to the project team in June 2004. Additional features will be added and extended to subject matter experts in July. The portal will continue to be rolled out to users along with added functionality in August and September of 2004.

Full implementation of ConnectND will be a challenging time for all concerned, but I am certain that it will be successful.

With regard to CJIS, two components will soon be available to the Criminal Justice community. First, the Law Enforcement Records Management System (LERMS) is being hosted by ITD and is currently being piloted by 10 law enforcement agencies. It should be live by late summer. ITD's hosting model for LERMS is similar to PowerSchool where ITD charges an annual hosting fee. In the case of LERMS, ITD will recover its costs by charging a certain dollar amount per officer per year.

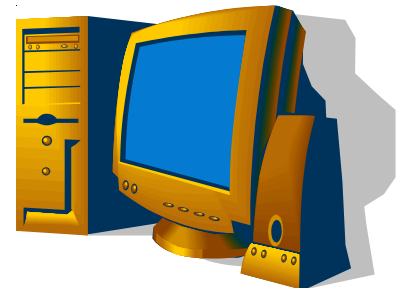
Second, ITD is developing a Hub that will be available for use by September by authorized Criminal Justice users. The Hub will store certain name and demographic information and will retrieve information about an individual from state systems wherever the information is stored, such as from systems residing at the Attorney General's Office or at the Court System, and return it to the user. The first version of the Hub will be live in September, with several enhancements planned through the middle of 2005.

Both of these enterprise initiatives have been underway for some time and are very important to the affected user communities. I will continue to update you on these initiatives as they become a reality.

Enterprise Architecture Initiative - Software Testing Tools

Vern Welder

Software application testing is a very necessary process, but it can be tedious and time consuming. An Enterprise Architecture sub-group is working on a project that will make software application testing easier. This group is researching testing tools that will record test scripts as an application is being tested. In most cases, the tools record the tester's keystrokes so they can be re-run automatically the next time the application needs to be re-tested. When the application software is changed, testing tools allow one to add, change and delete keystrokes so the test scripts remain in sync with the application. Testing tools actually provide much more functionality than what has been described here, since this is a very general description of what a testing tool can do.



The Enterprise Architecture sub-group has published its schedule. They will issue a Request For Proposal (RFP) in July and view vendor demonstrations in August. A tool recommendation will be presented to the Architecture Review Board in September.

If you are interested in receiving more information, please contact Kyle Forster, ITD's Software Development Architect, at kforster@state.nd.us or (701) 328-4323.

ITD Studies the Mainframe's Future

Mike Ressler

In response to the IT concerns, ITD has formed a mainframe study team comprised of the large users of the mainframe system.

Plans are underway to study the mainframe's future at the Information Technology Department (ITD). Concerns over the mainframe's fate have surfaced because no new applications have been developed at ITD for the mainframe since the late 1990's, third party vendors are not writing new applications for this platform, and the industry trend is to move away from the mainframe environment to other platforms.

Gartner and Meta Group reports state that businesses, like ITD, with less than 1,000 MIPS should no longer be providing mainframe services internally, but should be contracting for them due to the high cost of operation. ITD's mainframe computer is a 350 MIPS machine.

Currently, many agencies are asking for ITD's direction in keeping the mainframe (and the operating system) around. The biggest concern for these agencies is that other state agencies are rewriting their applications to run on other platforms, and they fear they will be the "last" one using it and bearing all the associated costs. The cost of third party software is very expensive, which is one of the major reasons for diverting applications from this environment.

Additionally, legislators are asking for more coordination regarding Information Technology (IT) expenses among state agencies and ITD. Agency applications create the largest sum of IT expenses, such as ConnectND, MMIS, Tax System, etc., and departments will be budgeting substantial dollars for them in the upcoming biennia.

In response to the IT concerns, ITD has formed a mainframe study team comprised of the large users of the mainframe system, including ITD staff. This team will be preparing the necessary scope of this project and will report to ITD's executive management.

At this point, ITD is in the process of engaging Gartner consultants who will provide direction and oversight on the project scope. The study will compare the feasibility of three options: ITD continuing to provide a mainframe environment internally, procuring this service from a third party vendor, and migrating all applications off this platform onto an Intel platform.

Agencies will analyze their current applications running on the mainframe and determine:

- When they would replace them based on the age of the application and need,
- What they would replace them with and determine whether or not to purchase an existing application or rewrite it, and
- The platform to run it on with ITD's guidance.

Based on the outcome, ITD and state agencies will have the ability to submit a budget reflecting their IT needs.

If the plan is to get all applications off the mainframe, it is likely the project will have two major phases:

1. Migration from the mainframe hardware which will transition the operating system and application environment onto Windows and Unix environments, and then



The Enterprise Project Sharing System is a tool available to North Dakota State Project Managers, enabling agencies and other government entities to share information regarding their planned, active, and completed projects.

2. Purchase existing agency applications or rewrite them if none exist. This would probably be an eight- to twelve-year replacement plan due to the costs and resources required.

ITD will conduct the study with Gartner resources and hopes to have it completed by September 1, 2004. The project definition and all updates will be posted on ITD's website for future reference as the plan progresses.

Enterprise Project Management Website and Enterprise Project Sharing System Launch

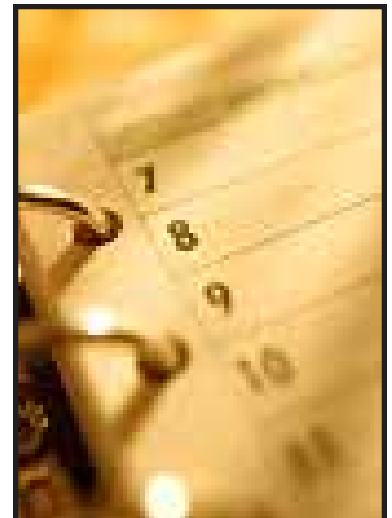
Mark Molesworth

The Enterprise Project Management (EPM) Website and Enterprise Project Sharing System are preparing to launch!

State leaders, agency executives, information technology professionals, and project managers who access the EPM website will have access to a wealth of information and resources. The site is designed to guide the project management novice to helpful training and resources, while providing the experienced project manager with the tools to manage virtually any size or type of project. Some highlights of the EPM Website include the *North Dakota Project Management Guidebook*, links to on-going Enterprise projects and initiatives, training and certification resources, standards and policies, and the Enterprise Project Sharing System.

The Enterprise Project Sharing System is a tool available to North Dakota State Project Managers, enabling agencies and other government entities to share information regarding their planned, active, and completed projects. The type of information captured includes project business cases, charters, project plans, technologies deployed, lessons learned, and post project reviews. This collaborative tool will be a key component in the communication and sharing of Project Management throughout the Enterprise.

The initial launch date is slated for August 1, 2004. While this is off to a great start, the work is far from finished. The group envisions this website to be in perpetual growth as it learns and shares in the field of Project Management. All users are encouraged to forward ideas and suggestions to Mark Molesworth at epmadmin@state.nd.us.



ITD Offers Project Management Services

Vern Welder

The Information Technology Department (ITD) is now offering Project Management Services. The department will provide Project Management Services for any size of project, or ITD can manage a specific task(s) within a larger project. ITD's Software Development Project Management Office staffs and administers ITD's Project Management Services. Currently, ITD has four project managers on staff.

Continued on page 5

Submit Service Requests early for Software Development projects. ITD's Software Development managers will work with you to plan resources and to assist you in meeting your timeframes.

During the past eight months, ITD has provided Project Management Services for several internal and external projects on a pilot basis. Clients have been supportive of the disciplines that Project Management provides, and the outcomes have been good. Projects that ITD manages do not have to be Information Technology (IT) related, although that is where ITD has concentrated its efforts to date. The hourly rate for a project manager is ITD's senior developer rate, which is currently \$56.25 per hour.

To request Project Management Services, please submit a Software Development Service Request stating that your specific need is Project Management Services. For additional information, please contact Dave Eckenrode, ITD's Project Management Officer, at deckenrode@state.nd.us or (701) 328-7388.



End-of-the-Biennium Planning

Vern Welder

Although the 03-05 biennium will end a year from now, it is not too early to start projects that must be funded with 03-05 funds. Typically, the Information Technology Department (ITD) Software Development Division's workload becomes very heavy in the last four to six months of the biennium so ITD finds itself juggling resource assignments and hiring outside help to achieve clients' biennium goals. Generally, it can be a stressful time for everyone.

If you have projects that need to be done this biennium, please submit Service Requests early. ITD's Software Development managers will work with you to plan resources and timeframes. This will make mid-2005 much less stressful for everyone. Thank you for your cooperation.

On the Job for ITD

Working as a Telecommunications Analyst for two years at the Information Technology Department (ITD), Darin Wald enjoys working with the department's customers and learning about new technology in the telecommunications industry. With degrees in both industrial electronics and industrial electrical technologies, Wald is able to put that knowledge to excellent use when designing telecommunication systems and services, which includes local and long distance service, for all state agencies.



Just like many other North Dakotans, Wald enjoys the great outdoors, including fishing, snowmobiling, and playing volleyball.



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Anti-Spam: Out With the Bad

Tony Aukland

In July 2003, ITD implemented an anti-spam solution named PureMessage. Since that time, over 31 million spam messages have been filtered. Currently, 72 percent of all email received by the state is discarded as spam. Below is a chart that outlines the amount and growth of spam.

ITD receives many calls from people stating they are receiving one or two spam messages a day. Unfortunately, today's technology cannot block them all. As the anti-spam software becomes more sophisticated, so do the spammers.

Spammers learn new ways all the time to send out their messages, including:

- Misspelling "catch phrases" in the message
- Using forged email addresses
- Hiding behind someone else's server
- Using subject lines that appear to be work related

One suggestion for fighting spam is to implement Microsoft Outlook 2003 within your agency. It provides a second, client-side tier of protection that can be customized to meet individual needs.

Unfortunately, spam will be with us and as common as junk mail in our Post Office Box. ITD is making every effort to assist people in dealing with spam issues. If you have any questions, please contact ITD at (701) 328-3190.

PureMessage Anti-Spam Statistics

